

From: Terry Box [mailto:sheriffbox@co.collin.tx.us]
Sent: Thursday, March 24, 2016 1:12 PM
To: [REDACTED]
Subject:

To: Who it my concern,

Southwest Correctional Medical Group has done an outstanding job meeting all our needs and has several added value programs. SWCMG has totally turned around the moral and productivity of the medical staff thus eliminating my time in solving problems with our past medical provider (Correct Care Solutions- CCS). Communication is the key to any relationship and SWCMG is outstanding in this area. Attached are some comments from my command staff in the detention area.

Sheriff Terry Box
Collin County, Texas

Charles Adams, Jail Administrator:

"During the RFP process we expressed our desire to completely revamp our mental health program. They met this request completely. Before Southwest we had a list of 80 inmates waiting to see the psychiatrist. Now we don't have a waiting list. Most inmates are seen with 48 to 72 hours and sometimes the same day as the request or referral is made.

In most cases the dentist sees inmates the next day after the request is submitted. With the old company (Correct Care Solutions- CCS) the inmates had to wait up to two weeks to see the dentist.

Inmate complaints have almost stopped. And most of the complaints that we receive, are found to be unfounded.

Offsite costs have been reduced.

I find that SWCMG's Medical Staff to be friendly, cooperative and helpful. They appear to be very Group considers the inmate care needs first and then cost second. They keep costs down by providing as much care as they can on site and reduce off site visits.

If you have any questions, please let me know."

Sincerely,

Charles A. Adams

Jail Administrator
Collin County Sheriff's Office

Terry McCraw, Captain

"The amount of resources, training, and attention to detail they put in to the transition team was remarkable, this included a site visit to our Mental Health Hearings by all of the MH staff.

Since the transition with SWCMG we have experienced exceptional Customer Service

- We receive our requested medicals for our TDC (DOC) transfers within 24 hours. With the old company (CCS) we were having to send the request multiple times and go the day before and stand and wait for them.*
- They return calls and emails in a timely manner and there is always administrative personnel to assist with our immediate needs"*



Captain Terry McCraw

I hope this gives you some ideal of our satisfaction and experience with SWCMG thus far, if you need further information, please feel free to contact my office.

Thanks,

Terry G. Box, Sheriff



Collin County Sheriff's Office
4300 Community Ave.
McKinney, Texas 75071